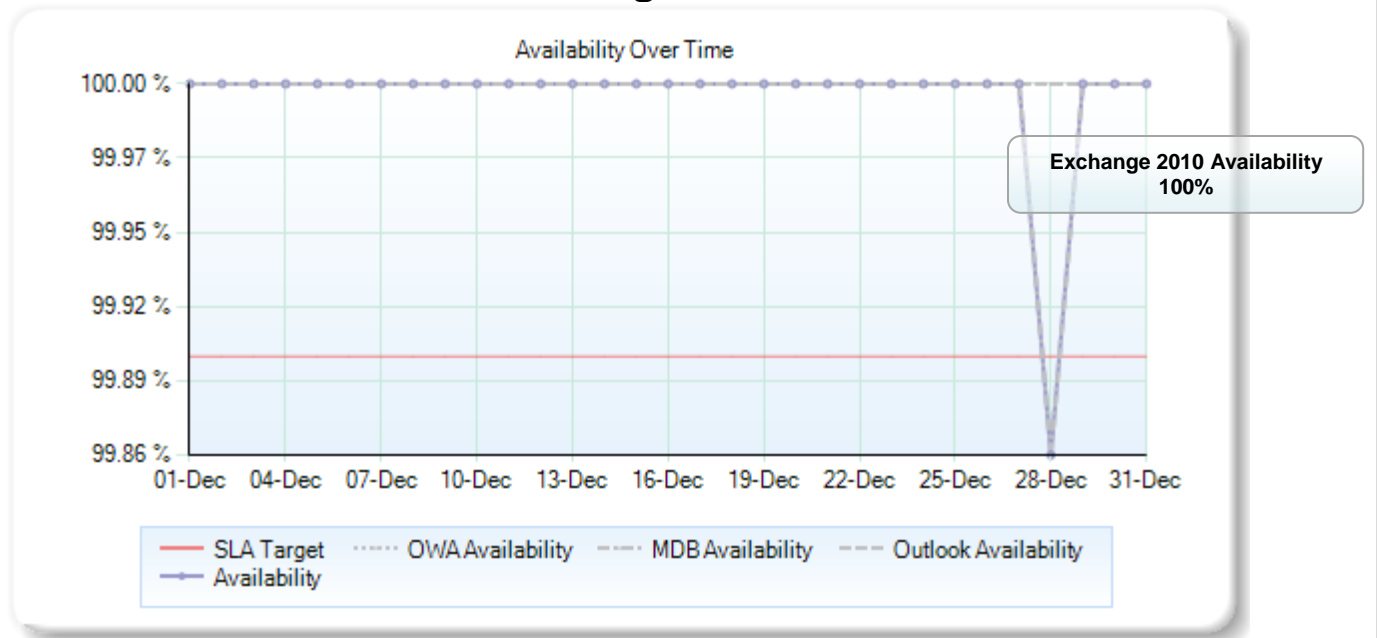




Service Level Agreement Dashboard December 2011

Availability

Exchange 2010



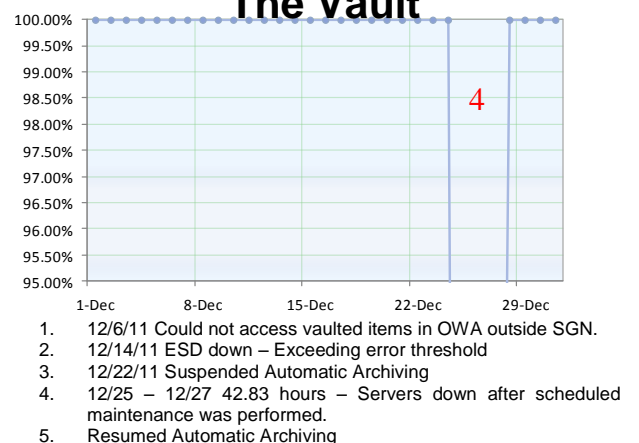
1. Dec 28 11:20PM 10 minutes total. Several databases were down for a few minutes each.

Message Filtering

Category	Items
Volume of email traffic	14,773,767
Blocked messages from internet	11,821,337
Viruses detected	193

IronPort Availability
100%

The Vault



WaSERV Availability
91.02%



Shared Services Email Project

Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	1	1				
Caseload Forecast Council	8	427				
Commission on African American Affairs	6	323				
Commission on Asian Pacific American Affairs	6	1859				
Commission on Hispanic Affairs	6	810				
Commission on Salaries	4	31				
Department of Agriculture	838	54318	900	425	1	
Department of Archaeology and Historic Preservation	35	2514	36	102	1	
Department of Corrections	3	8	2069	1322	1	1
Department of Early Learning	259	34261	354	322		
Department of Ecology	1900	329245			1	
Department of Enterprise Services	79	29941				
Department of Financial Institutions			452	827		
Department of Fish and Wildlife	1750	247740	2174	2814	4	3
Department of General Administration						
Department of Health						
Department of Information Services	796	266779	710	539		
Department of Labor & Industries			3956	1505		3
Department of Licensing	2116	87793			2	
Department of Personnel						
Department of Revenue	1177	385473				
Department of Retirement Systems	361	50732			2	
Department of Services for the Blind	1		91	75		
Department of Social and Health Services	18606	1497351	568	911	12	
Department of Veterans Affairs			678	84		
Economic and Revenue Forecast Council	5	3198				
Employment Security Department	3320	165088	3531	602	1	2
Environmental Hearings Office						
Environmental and Land Use Hearings Office	23	4499				
Fire Commissioner's Association	7	1880				
Governor's Office of Indian Affairs	7	994				
Health Care Authority	1442	194727			1	
Human Rights Commission			46	21		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	6	223	8	2	1	



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Office of Administrative Hearings	291	27942			1	
Office of The Attorney General						
Office of Civil Legal Aid	4	695				
Office of Financial Management	1	401	551	505	1	1
Office of the Insurance Commissioner			343	226		
Office of Minority and Women's Business Enterprises	20	3591				
Recreation and Conservation Funding Board	99	7324	74	156		1
State Board of Accountancy	17	1270				
State Conservation Commission	21	4339				
State Investment Board			9	13		
Traffic Safety Commission	31	4526				
Transportation Improvement Board	15	2114				
Utilities and Transportation Commission	246	61183				
Washington State Historical Society						
Washington State Commission on Hispanic Affairs						
Washington State School Directors	21	1543	30	10		1
Washington State Lottery	198	30274				
Total	33726	3505417	16580	10461	29	12

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	477	390
Number of tickets closed within 24 hours	3	
Percentage of tickets closed within 24 hours	7%	
Continuous Improvement		
Number of requests for change	37	
Number of approved requests for change	37	
Number of successfully completed requests for change	27	

*INFRA ticket anomalies removed to reflect more accurate average.